

Contamination

What you need to know

We cannot collect recycling or food waste bins if they contain the wrong items (known as contamination). To find out what should and shouldn't go in each bin, please visit our [Bin Collections for Flats](#) webpage, where you can download the latest 'Recycling in Flats' and 'Food Recycling Collection' leaflets. Hardcopies are also available on request.

What happens if a bin is contaminated?

If a bin is found to be contaminated:

- we'll email you with the property name and details of items found in the bin.
- it is your responsibility to either:
 - remove the contamination and wait for the next scheduled collection, or
 - ask us to return and empty the bin(s) as refuse, which will incur a charge.

How to request a return collection

- You must reply to our notification email within 48 hours if you want us to return.
- If approved, we'll aim to collect the bin(s) within 48 hours of receiving your reply. *Please note this may not always be possible due to staff availability.*

Return charges from 1 April 2026 (excluding VAT)

A site visit charge of £71.28 covers all bins at the same site along with a 'per bin' charge depending on the size of bin:

140L bin – £27	660ltr bin - £40
240L bin – £30	1100ltr bin - £45
360L bin – £35	

Invoices will be sent monthly. If you require a works order number on your invoice, please include it in your return request.

Important Reminders

- Please provide the best contact email so we can notify the correct person quickly.
- If you do not respond to the contamination email, we'll take no further action, and the bin will be collected as usual on your next scheduled day.
- Any extra waste outside or on top of the bins will not be taken.
- Bins must be easily accessible for collection.
- If payment isn't received within four months of the invoice date, we'll suspend the return service. (We will continue to notify you of contamination, but it will be your responsibility to clear the waste).